

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

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1. (Currently Amended) A method for ~~interacting with a computer so as to perform support functions;~~ performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising the acts of:

At

~~forming a graphical user interface using a text markup language presenting via the electronic device a graphical representation of a text markup language document wherein the graphical representation includes at least one user interactive control for activating a~~
hypertext link;

~~activating a user interactive control;~~

~~hooking onto a navigation control associated with the activated user interactive control;~~

~~receiving an activated hypertext link wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and~~

~~performing an initial action with respect to the electronic device responsive to variables including: the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target~~ receiving the activated hypertext link; and

~~wherein the initial action is one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.~~

2. (Original) The method of Claim 1 wherein the text markup language is hypertext markup language.

3. (Original) The method of Claim 1 wherein the text markup language is Rich Text Formatting.

4. (Original) The method of Claim 1 wherein the target is RUN and the action causes a file designated by the uniform resource locator to execute.

B1 5. (Original) The method of Claim 1 wherein the target triggers an action comprising looking up the uniform resource locator in a database and executing a subsequent action specified in the database as relating to the uniform resource locator.

6. (Original) The method of Claim 5 wherein the subsequent action comprises installation of a software driver.

AI 7. (Original) The method of Claim 5 wherein the subsequent action comprises execution of a routine to identify a device to install.

B1 8. (Original) The method of Claim 1 wherein the action comprises execution of a disk image dialogue with a source specified in the uniform resource locator.

9. (Original) The method of Claim 1 wherein the action comprises opening a folder specified in the uniform resource locator in a window.

10. (Original) The method of Claim 1 wherein the uniform resource locator references an online document and the action generates a dynamic frameset and loads a first page of the document.

11. (Withdrawn)

12. (Withdrawn)

13. (Withdrawn)

14. (Currently Amended) A computerized system for performing support functions maintenance and diagnostic functions on an electronic device comprising:

B1 a graphical user interface comprising a presentation of a text markup language document;

a user interactive control;

a hypertext link ~~target associated with~~ activated by the user interactive control wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

a computer ~~support resource responsive to:~~ activation of the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target receiving the activated hypertext link wherein the response is one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.

15. (Original) The computerized system of Claim 14 additionally comprising a database wherein the hypertext link target triggers an action comprising looking up the uniform resource locator in the database and executing a subsequent action specified in the database and relating to the uniform resource locator.

16. (Original) The computerized system of Claim 14 wherein the text markup language is hypertext markup language.

17. (Withdrawn)

18. (Withdrawn)

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19. (Currently Amended) A computer program residing on a computer-readable medium, comprising instructions for causing ~~a computer~~ an electronic device to:

~~form a graphical user interface using a text markup language presenting via the electronic device a graphical representation of a text markup language document wherein the graphical representation includes at least one user interactive control for activating a hypertext link;~~

~~activate a user interactive control;~~

~~hook onto a hypertext link target associated with the activated user interactive control; receive an activated hypertext link request wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and~~

~~perform an initial action responsive to: the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target a computer maintenance action with respect to the electronic device responsive to receiving the activated hyperlink request wherein the action is one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.~~

20. (Original) The computer program of Claim 19 additionally comprising:
looking up the uniform resource locator in a database and executing a subsequent action specified in the database and relating to the uniform resource locator.

21. (Original) The computer program of Claim 19 wherein the hypertext link target is RUN and the action causes a file designated by the uniform resource locator to execute.

22. (New) A method for performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

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presenting via the electronic device a graphical representation of a text markup language document; wherein the graphical representation includes at least one user interactive control for activating a hypertext link

receiving an activated hypertext link wherein the hypertext link is associated with hypertext link attributes in the text markup language document; and

performing a computer maintenance action with respect to the electronic device responsive receiving the activated hypertext link.
